

Cox made a service call due to Internet Down. Repair person spent half hour then said cox had caused the problem by servicing our neighbor's cable; in so doing they disconnected my connection! Now Cox wants to charge me \$50, saying the problem originated with me, even though the repair person said COX EMPLOYEE caused the problem. If they try to strong-arm me, how do I take this to a higher authority? I filed a complaint with Cox, but I don't trust them!